

# AT A GLANCE:

## Service Desk and IT Support Services

### OVERVIEW

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Whether you're setting up a desktop, fighting with a misbehaving program, having remote access issues, or trying to install a network printer, the Center for Information Technology's (CIT's) Service Desk Services (SDS) and IT Support Services (ITSS) teams are here to help ensure that your computer issues are resolved as quickly and efficiently as possible. The SDS and ITSS teams work closely with NIH institutes and centers (ICs) and local help desks to ensure you get the support you need.

#### Service Desk Services

Through the NIH IT Service Desk, SDS is the single point of contact for NIH staff who need help with computer or other technology problems, or who seek additional IT services. The Service Desk handles requests and resolves service issues online and by phone 365 days a year, from 6:00 AM to midnight each business day, and from 8:30 AM to 5:00 PM on weekends and holidays.

SDS also oversees the NIH Call Center, a voice communication center for the NIH ICs, and specifically for the NIH Clinical Center. The Call Center provides 24x7 support for a full range of voice, data, bilingual, and TTY services, including critical Clinical Center operations such as Code Blue, on-call scheduling, overhead paging announcements, and fire and rescue communications.

#### IT Support Services

For smaller ICs and individual program or staff offices that have limited or no IT support resources, CIT's ITSS team provides computer desktop support to help staff resolve technical issues. The ITSS team uses well-developed IT best practices to evaluate, design, and implement innovative technology solutions and processes to improve overall customer service, so

customers have fewer interruptions due to technical issues and can focus on their mission-critical work.

In 2018, the ITSS team successfully rolled out an NIH-wide instance of BigFix, which is part of a Department of Homeland Security (DHS) program that will provide greater cybersecurity protection for NIH networks and computers.

### RELEVANCE TO THE NIH MISSION

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#### Service Desk Services

As the first-line call center for most ICs at NIH, the NIH IT Service Desk provides IT support for all 27 ICs, helping to keep the NIH community working. Whether the problem is with email, wireless, mobile devices, remote access (VPN), enterprise applications like Integrated Time and Attendance System (ITAS), or access to NIH resources like high-performance computing (Biowulf), SDS offers expert assistance to all of NIH. In FY 2018, the IT Service Desk processed about 1,975 assistance requests per day and projects approximately 493,000 contacts for this year.

Cost-effective and modern solutions such as remote assistance service, advanced ticket management capabilities, and cloud-based customer service technologies define SDS's commitment to excellence. Using VoIP, customers have the convenience of voice interaction, caller ID integration, and improved analytics to ensure that interactive voice menus provide the best possible experience to NIH staff.

Remote assistance—which lets a technician (with permission) remotely access a user's machine to resolve a technical issue—has helped reduce the time to resolution of customer issues, with 1,040 sessions per month in FY 2018 to date.



In FY 2018, the NIH Call Center supported 186 Code Blue calls and 71,223 Signal Page Operator calls, assisting communication to emergency personnel, a vital part of the NIH Clinical Center's mission of patient care at NIH. In addition to supporting critical communications at NIH, the Center also assists the public with inquiries.

### IT Support Services

ITSS supports ICs across NIH in the following four areas:

- **Engineering**—Supports nine individual ICs within the NIH community, with software delivery and customization and local computer security and permissions settings.
- **Deskside Support**—Provides personalized support to over 1,800 end users across the NIH community.
- **Hardware Acquisition Management & Support (Lifecycle)**—Provides acquisition management and support to seven ICs and key NIH initiatives that result in reduced processing and end user device costs.
- **Technology Training**—For the past 50 years (as of September 2018), this group has been offering courses and seminars to NIH staff that enable them to more effectively use computers, networks, and information systems. Currently, the team publishes CIT-specific classes to over 14,000 subscribers to the CIT Training email list.

## LEARN MORE

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To learn more about the SDS and ITSS teams and the services they offer, visit the following resources:

### Service Desk Services

- CIT website: <https://www.cit.nih.gov/service/service-desk-services>.
- For basic troubleshooting assistance, try the AskIT IT knowledge database at <https://askit.nih.gov/>.
- To submit a ticket or check ticket status, go to <https://itservicedesk.nih.gov/> or call 301.496.4357.

### IT Support Services

- CIT website: <https://www.cit.nih.gov/service/it-support-services>.
- To sign up for a technology training class, go to <https://training.cit.nih.gov/coursecatalog.aspx>.
- Subscribe to the technology training class email list at [CIT-STUDENT-LIST@LIST.NIH.GOV](mailto:CIT-STUDENT-LIST@LIST.NIH.GOV).

You can also contact your IC's IT department for information about SDS and ITSS services.